

FOR SMS  
TEXT MESSAGING  
YOU MUST SUBSCRIBE  
TO A CALLER DISPLAY SERVICE  
AND YOU MUST NOT WITHHOLD  
YOUR TELEPHONE NUMBER.  
A QUARTERLY FEE IS PAYABLE.



# User Guide

## BT DIVERSE 5300

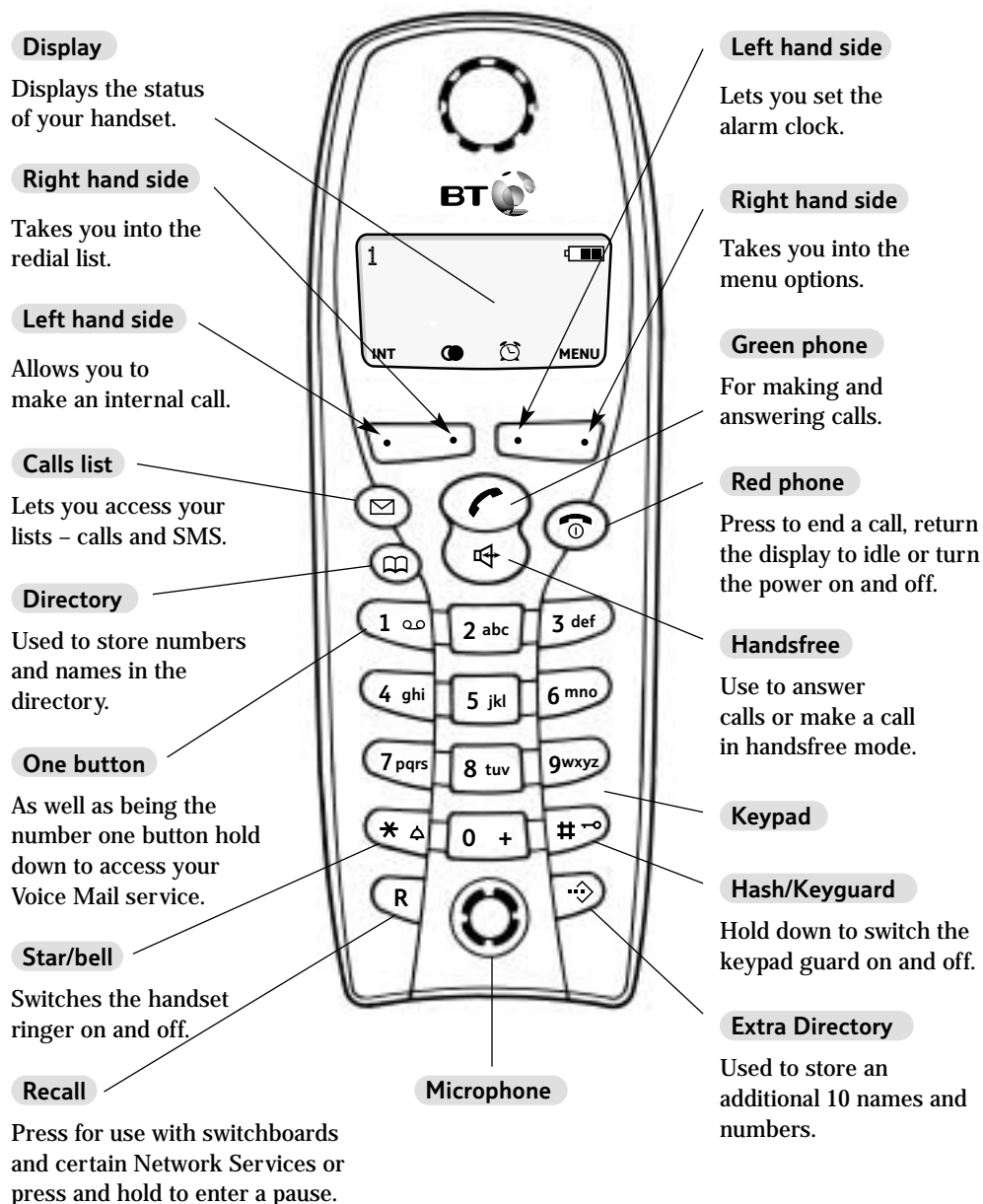
### ADDITIONAL HANDSET AND CHARGER



This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

**Please open this page for an 'At a glance' guide to your BT Diverse 5300.**

# At a glance



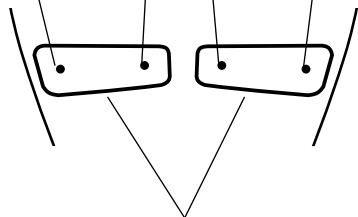
## Handset display

When in **IDLE SCREEN** mode and the clock has been set.



Press the left side of the button for ↑ and right side of the button for ↓ when going through the menu options.

Press the right side of the button to confirm (OK) menu selection.

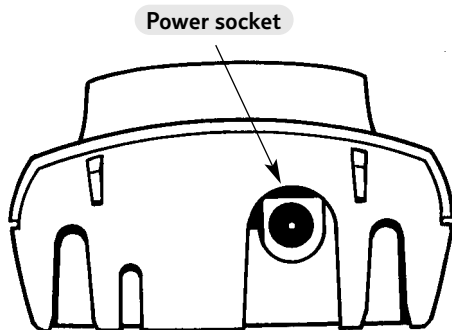
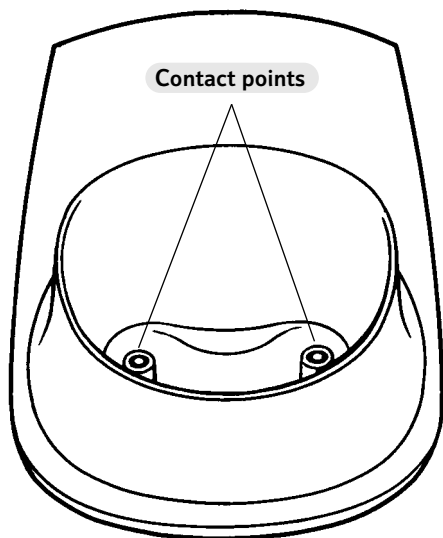


### Display option buttons

The **OPTION** buttons allow you to select options within each menu that are shown on the display.

## Charger

## Charger underside



# In this guide

*Please refer to the separate Using SMS User Guide for instructions on using the SMS functionality.*

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## Hints and tips boxes

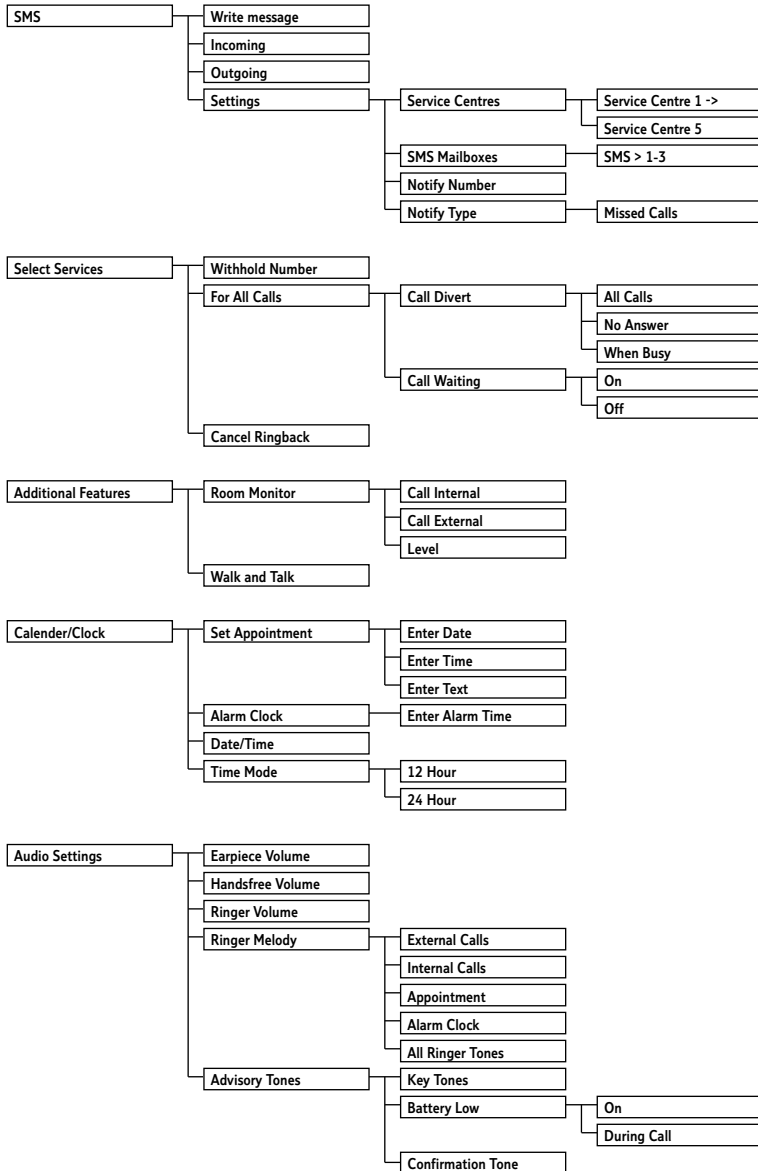
*In this user guide, we've included helpful tips and important notes. They are shown in boxes like this.*

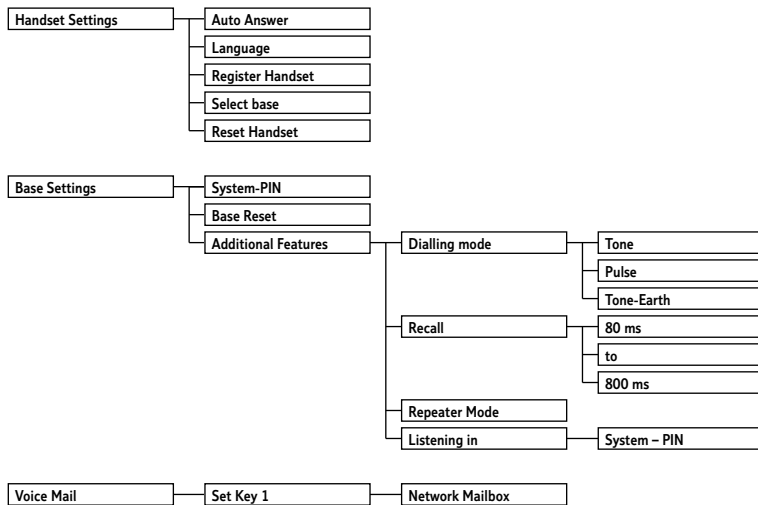
## Helpline

*If you experience any difficulties with your BT Diverse 5300, please call the BT Diverse Helpline on 08457 908 070.*

## Menu structure

Please note that you will only see all the below menu options if you are registered to a BT Diverse 5310 base station.






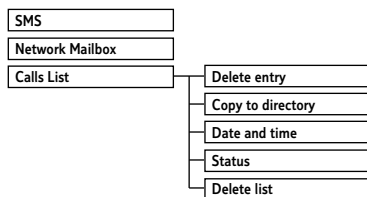
### Note

*If your handset is registered to a BT Diverse 5350 answering machine base, you will have additional menu's in Voice Mail. Please refer to your BT Diverse 5350 guide to see what further menus are now available.*















































## Messages

Press  to get to your Mailbox and access your text messages, voicemail and Calls list.

The following functions are available:



# Quick guide to handset settings

		Page no
Switch the handset OFF/ON: (default is ON)	 Hold down.	15
Switch Keypadguard on/off	 Hold down.	40
Switch handset ringer off	 Hold down.	34
Make a call	  or   .	15
Redial a number	   to scroll through the list  to dial.	22
Copy a displayed number in the redial list to the directory	   <b>Menu</b>   to display Copy to directory <b>OK</b> <b>OK</b> add name <b>Menu</b> display shows Save entry <b>OK</b>  .	22
Dial from the directory	   to name or number you want to dial  .	19
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Make internal call	<b>Int</b> then   select handset and click on  .	23
Call all handsets	<b>Int</b>   to Call All  .	23
Transfer call to another handset	<b>Int</b> then   select handset and click on  . When user answers press  .	24
Put caller on hold while you make an internal call	<b>Int</b> then   select handset and click on  . When finished press <b>Menu</b> . Back will be selected press <b>OK</b> .	24
Set date and time	<b>Menu</b>   to display Calendar/Clock <b>OK</b> to display Date/Time <b>OK</b> enter date <b>OK</b> enter time <b>OK</b> . Select am/pm <b>OK</b> .	14



# *Quick guide to handset display icons*



Redial, lists up to the last 10 dialled number.



Flashes to indicate new messages (e.g Calls or SMS).

**INT**

For calling other handsets.

**MENU**

Opens the menu.



Shows the status of the handset battery.



Scroll through the menu.

**OK**

Confirms the function displayed.



Scroll left and right when entering numbers or messages.



Deletes numbers/characters (from left to right).



Ringer off.



Handset locked.

eg. **1**

Shows the number of the handset and is displayed in top left hand corner.



Appears when the time and date is set, allows access to Calendar/Clock functionality.

# Introduction

## Unpacking your BT Diverse 5300

If anything is missing, please contact your place of purchase immediately.

One BT Diverse 5300  
charger



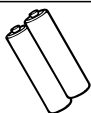
One BT Diverse 5300  
handset



One power supply  
for the charger



Two AAA rechargeable  
batteries



One belt clip



Battery compartment  
cover



## For your records

Date of purchase:

Place of purchase:

For guarantee purposes proof of purchase is required so please keep your receipt.

# Safety information

## Safety information

### General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. Power supply number is C39280-Z4-C478.

For the handset use only AAA 1.2V Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 700 mAh. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing. Batteries and accessories are available from [www.withandwithoutwires.com](http://www.withandwithoutwires.com) or call **0870 240 5522**.

If the Keyguard is switched on, it is NOT possible to make calls, including emergency numbers (999/112).

Do not open the charger or handset (other than to change batteries). This could expose you to high voltages or other risks.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

### Cleaning

Simply clean the charger and handset with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

### Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

# Setting up

## IMPORTANT

*Please note that your handset is NOT registered to a base station. The BT Diverse 5300 handset will be easily registered once you complete the steps 1 to 3 below.*

## Plan the location

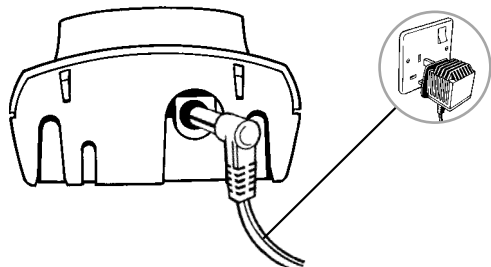
Situate your product close enough to a mains power socket so that the cable will reach.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

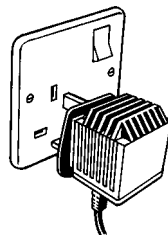
Do not situate the product in the bathroom or other humid areas.

## 1 Connect the charger

Plug the power supply cable into the power socket at the back of your charger.

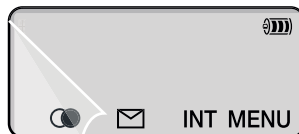


## 2 Plug the power supply unit into the wall socket



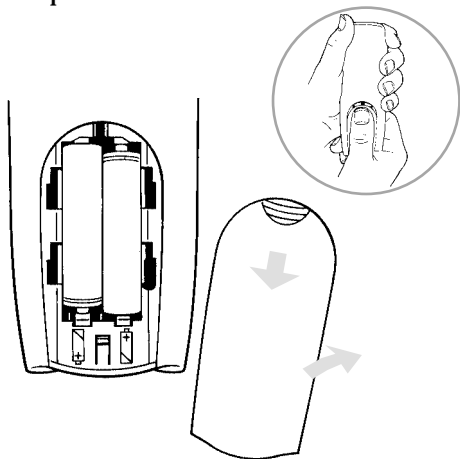
## 3 Registering and charging the handset

The display is protected by a plastic film. You can remove this protective plastic film from the display.



## Insert the batteries

Insert the two batteries supplied, as indicated inside the battery compartment and slide the battery compartment cover shut.



The battery cover may be found in the packaging with the batteries.

### WARNING

*Under no circumstances should non-rechargeable batteries be used. Using incorrect batteries will invalidate your guarantee and may damage the telephone.*

## Registering the handset

To register your handset to a BT Diverse 5310 or 5350 base station, place it in the main BT Diverse 5300 base station with the display facing upward. After approx. one minute, the handset's internal number is displayed (e.g. 2). Successful registration is signalled by a confirmation tone.

Replace the newly registered handset into the charger and leave to charge for approximately **16 hours**. The charging status icon flashes on the handset to indicate that the batteries are being charged.

When the handset is registered the display will show:



### If the icons on the display flash continuously...

*It means that the handset is not registered with the base station.*

*Ensure you have correctly carried out step 3 above. If the product is still not registered see *Registering Manually* on page 12.*

*All additional handsets you purchase will need to be individually registered with the base station before they will work.*

## To manually register a BT Diverse 5300 handset to another base station

If you want to register your handset to another base station you will need to manually register it.

*On the handset to be registered:*


**MENU** Press the **MENU** options button.

**↓** Press the **DOWN** navigation button until the display shows Handset Settings.

**OK** Press the **OK** options button.

**↓** Press the **DOWN** navigation button until the display shows Register Handset.

**OK** Press the **OK** options button.

 Enter system PIN.

**OK** Press the **OK** options button.

If the base station is a BT Diverse 5310 or 5350 base press the **PAGE** button for approximately three seconds.

After approximately one minute the handset will display its internal number. The handset is now registered and the handset display will return to the idle screen.

If the base is not a 5310 or 5350 you will need to follow the user guide for the base station you are registering the 5300 handset to.

## To de-register a handset


**INT** Press the **INT** navigation button to display the list of internal handsets registered to the base.

**↑↓** Press the **UP** or **DOWN** navigation button to select the handset you want to de-register.

**MENU** Press the **MENU** options button.

**↓** Press the **DOWN** navigation button until the display shows De-register Handset.


**OK** Press the **OK** options button.

 Enter the base station PIN (original setting = 0000).

**OK** Press the **OK** options button.

Display shows de-register handset?

**OK** Press the **OK** options button to confirm de-registration.

 Press the **RED PHONE** button to return to the idle screen.

### Battery level icons

*When the batteries are almost flat a beep sounds and the display shows the empty battery icon. You will need to recharge your handset before you can use it. The various states of charge are shown below:*

 *Batteries fully charged*

 *Batteries at 66%*

 *Batteries at 33%*

 *Batteries empty*

### Battery performance

*Batteries and case may become warm during charging. This is normal.*

*Under ideal conditions, the handset batteries should give about 13 hours talktime or 170 hours standby time on a single charge. However, new NiMH batteries do not reach their full capacity until they have been in normal use for several days.*

*The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries are available from [www.withandwithoutwires.com](http://www.withandwithoutwires.com) or call 0870 240 5522.*

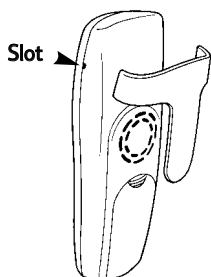
*If you replace the handset batteries with ones that have been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the batteries register full again. From then on the display will be correct.*

### Out of range?





*If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within a few seconds.*

#### 4 To fit the belt clip

Fit the belt clip onto the back of the handset.



#### Setting the date and time

- MENU** Press the **Menu** options button.
- ↓ Press the **DOWN** navigation button until the display shows **Calender/Clock**.
- OK** Press the **OK** options button. **Set Appointment** appears.
- ↓ Press the **DOWN** navigation button until the display shows **Date/Time**.
- OK** Press the **OK** options button.
-  Enter the day/month/year, e.g. **05 10 03** for 5th October 2003.
- OK** Press the **OK** options button.
-  Enter the time – hours/minutes, e.g. **0925** for 9:25am.
- OK** Press the **OK** options button.
- ↑↓ Use the **UP/DOWN** navigation buttons to select **am/pm** if in 12 hour mode.
- OK** Press the **OK** options button.
- ↓ Press the **DOWN** navigation button to **Time Mode**.
- OK** Press the **OK** options button.
-  Use the **UP/DOWN** navigation buttons to select 12 or 24 hour display (12hr is the default).
- OK** Press the **OK** options button.
-  Press the **RED PHONE** button until you reach the idle display.



# Using the telephone

## Note

*To exit a menu at any time, press the **RED PHONE** button. This will take you back one step. Keep pressing the **RED PHONE** button to return to the idle screen.*

## To switch the handset power on and off



Press *and hold* the **RED PHONE** button to switch the handset off.



Press *and hold* the **RED PHONE** button to switch the handset on again.

## Making and ending calls

### To make an external call

Ensure the handset is switched ON.



Press the **GREEN PHONE** button. You will hear the dial tone.



Dial the number.

## Preparatory dialling



Enter the phone number first.



If you make a mistake press the **◀C** options button to remove any incorrect digits.



Press the **GREEN PHONE** button to dial the number.

## To end a call



Press the **RED PHONE** button.

## Call timer

Your handset automatically times the duration of all external calls, showing it on the display during your call and for a few seconds after it is finished.

### To receive an external call



Press the **GREEN PHONE** button to answer the call.

*Or*

If the handset is on the base, simply lift it up and speak. You do not need to press the **GREEN PHONE** button.

This is called Autotalk. You can switch autotalk off so you always have to press the **GREEN PHONE** button to answer a call, *see page 39*.

### To make a handsfree call



Dial the number



Press the **HANDSFREE** button. The loudspeaker is switched on and you hear the number being dialled.



To switch back to using the handset at any time, press the **GREEN PHONE** button.

### To adjust the handsfree volume whilst in handsfree mode

Whilst in handsfree mode and you want to increase or decrease the handsfree volume.

**MENU** Press the **MENU** options button.

**OK** Press the **OK** options button to select volume.



Using the **LEFT** or **RIGHT** navigation buttons you can either increase or decrease the volume.

**OK** Press the **OK** options button if you want to save the new volume setting.

## Handsfree

Handsfree allows you to talk to your caller without holding the handset and enables other people in the room to listen to the conversation. Your hands are left free, for example to take notes.

### Note

*You can test the handsfree function by dialling the BT speaking clock on 123.*

### To answer a call in handsfree

When the phone rings:



Press the **HANDSFREE** button.  
The call is transferred to the loudspeaker.

### To switch to handsfree during a call

During a call you can switch to handsfree mode:



Press the **HANDSFREE** button.  
The call is transferred to the loudspeaker.



Press the **GREEN PHONE** button to switch back to using the handset.

#### Note

*If you need to replace the handset in the base station during a call, for example, because the battery is flat, hold down the **HANDSFREE** button.*

## Using the directory

You can store up to 100 names and numbers in the telephone directory. You can enter up to 32 digits and up to 16 characters.

### To store an entry in the directory



Press the **DIRECTORY** button.

**MENU**

Press the **MENU** options button.  
Display shows *New Entry*.

**OK**

Press the **OK** options button.



Enter the telephone number.

**OK**

Press the **OK** options button to enter the name.



Enter the name.

*Entering names:*

Enter the name using the letters on the keypad. For example, to enter the name **TOM**:

**8 tuv**

Press the **8** button, **T** appears on the display.

**6 mno**

Press the **6** button three times until the display shows **O**.

**6 mno**

Then press the **6** button to display **m**.

For the full character map, see page 18.

**MENU**

Press the **MENU** options button. Display shows *Save Entry*.

**OK**

Press the **OK** options button to confirm.



Press the **RED PHONE** button until you reach the idle display.

**Note**

*The first letter of each name, and the first letter after a punctuation mark are automatically shown as capitals. Letters are always added to the left of the cursor.*

**\* Δ** Press to switch between capitals and lower case.

**↔** Press to move the cursor.

**◀ C** Press to delete from right to left.

**1 Δ** Press 1 to enter a blank space.

**Character map**

These are the characters you can use when storing a directory entry.


	1st press	2nd press	3rd press	4th press	5th press	6th press	7th press	8th press	9th press	10th press	11th press	12th press	13th press	14th press
<b>1 Δ</b>	□	1	€	£	\$	¥	□							
<b>2 abc</b>	a	b	c	2	ä	á	à	â	ã	ç				
<b>3 def</b>	d	e	f	3	ë	é	è	ê						
<b>4 ghi</b>	g	h	i	4	ï	í	ì	î						
<b>5 jkl</b>	j	k	l	5										
<b>6 mno</b>	m	n	o	6	ö	ñ	ó	ò	ô	õ				
<b>7 pqrs</b>	p	q	r	s	7	ß								
<b>8 tuv</b>	t	u	v	8	ü	ú	ù	û						
<b>9 wxyz</b>	w	x	y	z	9	ÿ	ý	æ	ø	à				
<b>* Δ</b>	a→A	★	/	( )	<	=	>	%						
<b>0 +</b>	.	,	?	!	0	+	-	:	¿	¡	“	’	;	–
<b># →</b>	#	@	\	&	§									

## VIP ringing


You can mark directory entries of callers who are important to you as VIP callers. You can also allocate a particular melody to VIP callers so you can tell who is calling from the melody. The VIP melody will sound after the first ring tone.

### To mark a directory entry as a VIP caller


 Press the **DIRECTORY** button.

 Use the **DOWN** navigation button to scroll to the entry you want.


**MENU** Press the **MENU** button.

 Press the **DOWN** navigation button until the display shows VIP Entry.

**OK** Press the **OK** options button.

 You will hear the current melody. Use the **DOWN** navigation button to select a melody (1-10). You will hear each melody as you scroll through.


**OK** Press the **OK** options button.

 Press the **RED PHONE** button to return to the idle screen.


The entry is now stored in the directory with **VIP** next to it.

### To dial a number in the directory


 Press the **DIRECTORY** button.

 Press the **DOWN** navigation button to scroll through the names which are listed in alphabetical order.

*Or*


 Enter the first letter of the name you want, e.g. for Emma, press **3** *twice* to search for names beginning with E.

**3** def


 Press the **GREEN PHONE** button. The number is dialled.

### To view directory entry

 Press the **DIRECTORY** button.

 Press the **DOWN** navigation button to scroll through the entries.

*Or*

 Press the first letter of the name you are looking for.

 Press the **RED PHONE** button until you reach the idle display.

### To edit a directory entry



Press the **DIRECTORY** button.



Use the keypad to enter the first letter of the name you wish to edit.



Then press the **DOWN** navigation button to scroll to the exact entry.

**MENU**

Press the **MENU** options button.



Press the **DOWN** navigation button until Edit Entry is displayed.

**OK**

Press the **OK** button.



**-C**

Edit the number, if necessary, using the **LEFT/RIGHT** and **DELETE** buttons.

**OK**

Press the **OK** button.



**-C**

The name will be displayed. Edit the name if necessary by using the **LEFT/RIGHT** and **DELETE** buttons as above.

**MENU**

If the name is correct, press the **MENU** button, Save Entry is displayed.

**OK**

Press the **OK** button. The display will show Entry Saved.



Press the **RED PHONE** button until you reach the idle display.

### To copy an entry to another Diverse 5000 handset

You can copy individual directory entries from the directory or extra directory to another Diverse 5000 handset that is registered to the same base.



Press the **DIRECTORY** or **EXTRA DIRECTORY** button to open the directory.



Press the **DOWN** navigation button to scroll to the entry you want to copy.



**MENU**

Press the **MENU** button.



Press the **DOWN** navigation button until the display shows Send Entry.

**OK**

Press the **OK** options button.



Use the **DOWN** navigation button to select the handset you wish to copy the entry to.

**OK**

Press the **OK** options button.



Press the **RED PHONE** button until you reach the idle display.

### To copy the entire directory to another Diverse 5000 handset

You can copy the entire directory or extra directory to another Diverse 5000 handset that is registered to the same base.



Press the **DIRECTORY** or **EXTRA DIRECTORY** button to open the directory.



Press the **DOWN** navigation button to scroll to the entry you want to copy.

**MENU**

Press the **MENU** button.



Press the **DOWN** navigation button until the display shows **Send List**.

**OK**

Press the **OK** options button.



Use the **DOWN** navigation button to select the handset you wish to copy the entire directory to.

**OK**

Press the **OK** options button.



Press the **RED PHONE** button until you reach the idle display.

### To delete an entry



Press the **DIRECTORY** button and open the directory.



Press the **DOWN** navigation button to scroll to the entry you want to delete.

**MENU**

Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows **Delete Entry**.

**OK**

Press the **OK** options button to confirm. You hear a confirmation beep.



Press the **RED PHONE** button until you reach the idle display.

### To delete the entire directory



Press the **DIRECTORY** button and open the directory.

**MENU**

Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows **Delete List**.

**OK**

Press the **OK** options button. **Delete List?** is displayed.

**OK**

Press the **OK** options button.



Press the **RED PHONE** button until you reach the idle display.

## Extra directory

Your BT Diverse 5300 has an additional 10 name and number directory. It is recommended that this is used for special numbers i.e. doctor, dentist, takeaway numbers.



Press the **EXTRA DIRECTORY** button.

The structure of this directory is the same as the main directory. You can follow the instructions starting on page 16 for storing, dialling, viewing, editing and deleting these names and numbers.

## Redial

Your handset automatically saves the last 10 telephone numbers dialled into a redial list.

### To dial a number in the redial list



Press the **REDIAL** options button. The last number dialled will be displayed.



Press the **DOWN** navigation button to scroll through the redial list.



Press the **GREEN PHONE** button to dial the number.

### To copy numbers shown in the redial list to the directory



Press the **REDIAL** options button.



Press the **DOWN** navigation button to scroll to the number you want to copy.

**MENU**

Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows **Copy to Directory**.

**OK**

Press the **OK** options button.

**OK**

Press the **OK** options button again.



Enter the name (for details, see page 16).

**MENU**

Press the **MENU** options button. The display shows **Save Entry**.

**OK**

Press the **OK** options button to confirm.







Press the **RED PHONE** button until you reach the idle display.

### Note

*To cancel any procedure, press the **RED PHONE** button until the display returns to idle.*



### To delete a number from the redial list


-  Press the **REDIAL** options button.
-  Press the **DOWN** navigation button to select the number for deletion.
- MENU** Press the **MENU** options button.
-  Press the **DOWN** navigation button until the display shows Delete Entry.
- OK** Press **OK** to confirm deletion.
-  Press the **RED PHONE** button until you reach the idle display.

### Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

### To switch secrecy on/off

*During a call:*

- INT** Press the **INT** options button. The microphone is switched off. The caller hears musical tones.
-  Press the **RED PHONE** button to return to the caller.

### Paging and internal calls


You can alert handset users that they are wanted, or locate a missing handset.

If you have multiple handsets registered to the base you can make internal calls between handsets.

- INT** Press the **INT** options button.

A list of all the handsets that are registered to the base are listed, you can select any of them.

Your handset is identified by INT 1 <.

-  Press the **DOWN** navigation button to highlight the handset you want to call and press the **GREEN PHONE** button.

*Or*



Press the handset number you want to call on the keypad.

*Or*

- Call All** Select the **Call All** option to page all the handsets registered to the base and press the **GREEN PHONE** button.



*The line will be seized by the first handset user to answer the call.*

**Note**


*You can also page all handsets by pressing the **PAGE** button on the base station.*


**To transfer an external call between handsets**


You can forward an external call to another handset registered to the base.

*During an external call:*

**INT** Press the **INT** options button to display the list of handsets. Your caller hears musical tones.

 Press the **UP** or **DOWN** navigation button to select the handset you want to call or Call all handsets.

 Press the **GREEN PHONE** options button to call. When the other handset answers you can tell them you are transferring the call.

 Press the **RED PHONE** button to put the call through.

**Note**


*You can also put the call through without announcing it by immediately pressing the **RED PHONE** button after dialling the other handset.*

**To put an external call on hold while you make an internal call**


This enables you to ask another handset user a question and then get straight back to your caller.


*During a call:*

**INT** Press the **INT** options button to display the list of handsets. Your caller hears musical tones.

 Press the **UP** or **DOWN** navigation button to select the handset you want to call.

*Or*

 Press the handset number you want to call on the keypad.

 Press the **GREEN PHONE** button to call.

You can now speak with the other handset user.

*To return to your external caller:*

**MENU** Press the **MENU** button and Back will be displayed.

**OK** Select the **OK** options button which will reconnect you to the external call.

**To answer a waiting call  
during an internal call**

If you are making an internal call and hear the Call Waiting tone you can immediately take the incoming call.

**MENU** Press the **MENU** button.

**OK** To accept Call Waiting, press the **OK** options button.

*Or*

↓ To reject Call Waiting, press the **DOWN** navigation button.

The display shows reject Call Waiting.

**OK** Press the **OK** options button.

**Note**

*If you accept Call Waiting you will automatically terminate your internal call.*

# Caller Display and other BT Calling Features

## IMPORTANT

*To use Caller Display and Call Waiting you must first subscribe to the Services from your Network Provider. For more information on BT's Calling Features call BT free on **0800 800 150**.*

## Note

*Calls that are 'withheld', 'unavailable' or 'international' are not stored in the Calls list, as there is no telephone number sent via the Network.*

If you subscribe to a Caller Display Service you can see who is calling you on your handset display, as well as the date and time of their call (unless the number has been withheld).


If you have stored a name to go with the number in your handset directory, the name will be displayed as well.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the directory.

If the caller has withheld their number, the display will show **WITHHELD**.

If you call from another internal handset, the display shows the handset number and **INT**.

## Note


*If you have a new call in your Calls list, the  icon will flash on the handset display.*

## Calls list

The Calls list contains the telephone numbers of your last 10 callers.


Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers in the list and copy them into the directory.

If a call is received when the Calls list is full then the oldest entry will be deleted automatically.

The  button lets you open:

- Text messages (SMS).
- Network Mailbox.
- Calls list.

## To view the Calls list

When you have new calls, the  icon flashes in the display.



Press the **ENVELOPE** button.



Press the **DOWN** navigation button until the display shows, e.g. Calls List: 03+07.

In this example, you have received 3 new calls and you have 7 old calls (calls you have already viewed).

**OK**

Press the **OK** options button to display the most recent number that called you.



Press the **UP** or **DOWN** navigation button to display all your new calls, followed by all your old calls.

### Note

*To exit the Calls list at any time, press the **RED PHONE** button until you reach the idle display.*

**WHEN A CALLS LIST ENTRY IS DISPLAYED YOU HAVE THE FOLLOWING OPTIONS:**

### To call the number:



Press the **GREEN PHONE** button. The number displayed is dialled.

### To display the date and time the call was received:

**MENU**

Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows Date and Time.

**OK**

Press the **OK** options button. The date and time of the call are displayed.

**OK**

Press the **OK** options button to return to the Calls list.

### To display the status of the call:

**MENU**

Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows Status.

**OK**


Press the **OK** options button.

The display shows whether the call is a New Call or an Old Call and the number of the call in the Calls list, e.g. 01/10 – the first call in a list of ten.

**OK**

Press the **OK** options button to return to the Calls list.

***To copy a number from the Calls list to the directory:***

- MENU** Press the **MENU** options button.
-  Press the **DOWN** navigation button until the display shows `Copy to Directory`.
- OK** Press the **OK** options button.  
The number is displayed.
- OK** Press the **OK** options button.  
The display shows `<Enter Name>`.





Enter the name of the person using the keypad.

- MENU** Press the **MENU** options button.  
The display shows `Save Entry`.
- OK** Press the **OK** options button.  
`Entry Saved` is displayed.  
The display automatically returns to show the Calls list.

***To delete a call from the Calls list:***

- MENU** Press the **MENU** options button.  
The display shows `Delete Entry`.
- OK** Press the **OK** options button.  
The display shows `Entry has been deleted!`  
The display then shows the next Calls list entry.


***To delete the whole Calls list:***

- MENU** Press the **MENU** options button.
-  Press the **DOWN** navigation button until the display shows `Delete List`.
- OK** Press the **OK** options button.  
The display shows `Calls list empty!`
-  Press the **RED PHONE** button until you reach the idle display.

**SMS (text messaging)**

For instructions on using the SMS functionality, please refer to the separate *'Using SMS user guide'*.

**Network Mailbox**

By pressing the  button you can also access your network mailbox facility whether it is behind a switchboard or via 1571.

For instructions on setting up and operating this function, please refer to page 32, *"To set one-touch access to your messages"*.

## Call Waiting

If you also subscribe to a Call Waiting Service, when you are on a call and another person tries to call you, the second caller's number will appear on the handset display and you will hear an intermittent beep through the handset. This is to alert you to the other caller waiting to speak to you.

### To accept a waiting call

*During a call when you hear the Call Waiting beeps:*

The number (and name if stored in the directory) of the second caller will appear on the display.

- MENU** Press the **MENU** options button.
- Display shows **Accept Call Waiting**.
- OK** Press the **OK** options button.
- ↑↓** Press the **UP** or **DOWN** navigation buttons to toggle between callers.

## Other BT Calling Features

Your BT Diverse 5300 handset helps you use your Network's special services. For full details ask your Network provider.


### Options before you make a call

Before making a call you can:

- Withhold your number from being sent for one call.
- Switch Call Waiting on/off.
- Switch off Ring Back.
- Divert all calls to another number (must be subscribed to).

### To withhold your number from being sent

Your number appears on the display of the person you call. You can withhold it from the next call.

- MENU** Press the **MENU** options button.
- ↓** Press the **DOWN** navigation button until the display shows **Select Services**.
- OK** Press the **OK** options button.
- The display shows **Withhold Number**.
- OK** Press the **OK** options button.
-  Enter the telephone number you want to call.
- OK** Press the **OK** options button to dial.
- The number is dialled and your number is withheld for this call.

## To switch Call Waiting on/off

You can choose whether to have your Call Waiting service switched on or off depending on what you are doing i.e. if you are using the Internet via your PC and do not want Call Waiting to interrupt you.

**MENU** Press the **MENU** options button.

**↓** Press the **DOWN** navigation button until the display shows `Select Services`.

**OK** Press the **OK** options button.

**↓** Press the **DOWN** navigation button until the display shows `For All Calls`.

**OK** Press the **OK** options button.

**↓** Press the **DOWN** navigation button until display shows `Call Waiting`.

**OK** Press the **OK** options button.

**↓** Press the **DOWN** navigation button to choose between `On` or `Off`.

**OK** Press the **OK** options button.

 Press the **RED PHONE** button until you reach the idle display.

## Ring Back Off

If you make a call and the number is engaged you can set your telephone to ring you back once the number is free by pressing **5**. If you want to cancel this request i.e. if you have to go out before the call rings back.

**5 jkl**

**MENU** Press the **MENU** button.

Display shows `Select Services`.

**OK** Press the **OK** options button.

**↓** Press the **DOWN** navigation button until `Cancel Ringsback` is displayed.

You will hear a Network message confirming your divert request.

**OK** Press the **OK** options button.



Press the **RED PHONE** button until you reach the idle display.



## To set Call Divert

### Note

*Call Divert requires subscription from your Network provider. You may be charged a subscription fee.*

You can divert all incoming calls to another number where you can be reached.

*You can divert calls:*

- All calls – calls are put straight through to the number you have set.
- No answer – calls are forwarded if your phone is not answered.
- When busy – calls are forwarded if your phone is engaged.

**MENU** Press the **MENU** options button.

**↓** Press the **DOWN** navigation button until the display shows **Select Services** highlighted.

**OK** Press the **OK** options button.

**↓** Press the **DOWN** navigation button until the display shows **For All Calls**.

**OK** Press the **OK** options button.  
Display shows **Call Divert**.

**OK** Press the **OK** options button again.



Press the **UP** or **DOWN** navigation button to display the option you want **All Calls**, **No Answer** or **When Busy**.

**OK**

Press the **OK** options button again.



Select **On** or **Off**.

**OK**

Press the **OK** options button.

Enter the telephone number you want your calls diverted to.

**OK**

Press the **OK** options button.

You will hear a Network message confirming your divert request.



Press the **RED PHONE** button until you reach the idle display.


# Additional features

## Voice Mail

If you have Call Minder or a Network Messaging Service on your telephone line you can set the 1 button to access your messages.

### To set one-touch access to your messages


**MENU** Press the **MENU** options button.

 Press the **DOWN** navigation button until the display shows Voice Mail.

**OK** Press the **OK** options button.  
The display shows Set Key 1.

**OK** Press the **OK** options button.  
The display shows Network Mailbox.

**OK** Press the **OK** options button.

 Enter the telephone number of your messaging service. For example, 1571 to access the 'BT Answer' voice mail service.

**OK** Press the **OK** options button.  
Display shows Entry Saved.

 Press the **RED PHONE** button until you reach the idle display.

### To set up quick access to your Voice Mail service when behind a switchboard e.g. Meridian Mail

Follow the steps previously given, but when you come to enter the telephone number of your messaging service, you will need to follow the example below:



Enter the access number for your messaging service, e.g. 7000.



Press *and hold* the **RECALL** button until P is displayed to enter a pause in the dialling sequence.



Enter your extension number, followed by a hash, e.g. 1234 #.



Press *and hold* the **RECALL** button until P is displayed to enter another pause in the dialling sequence.



Enter your PIN followed by a hash, e.g. 000000 #.



The entire number should look like this:

7000P1234#P000000#

**OK**

Press the **OK** options button.



Press the **RED PHONE** button until you reach the idle display.

**Note**

*If you store your security PIN as part of the quick access number, anyone with access to the handset will be able to retrieve your messages.*

**Note**

*If your handset is registered to an answering machine base i.e. BT Diverse 5350 you will be given the choice of accessing your answering machine messages or Network Messaging Service. See your BT Diverse 5350 user guide for further information.*

### To retrieve messages from your Voice Mail service

1

Press and *hold down* the **1** button or access your network mailbox via the button.

When set up it will take you into your message service. If during the set up you entered your security PIN as well as the telephone number you will be taken quickly into your messages. If the security PIN was not included you will have to enter this number now, followed by a **#**.

#

You will then be taken into your messages.



Press the **RED PHONE** button until you reach the idle display.

# Handset settings

**You can choose a range of settings to suit your personal preferences.**

## To change the earpiece volume and handsfree volume

*You can choose from:*

- 3 earpiece volume levels
- 5 handsfree loudspeaker volume levels.

**MENU**

Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows **Audio Settings**.

**OK**

Press the **OK** options button.  
The display shows **Earpiece Volume**.

**OK**

Press the **OK** options button.  
You hear the current earpiece volume.



Press the **LEFT** or **RIGHT** navigation button to set the volume level you want.

**OK**

Press the **OK** options button.



Press the **DOWN** navigation button to select the handsfree volume.

**OK**

Press the **OK** options button.  
You hear the current handsfree volume.



Press the **LEFT** or **RIGHT** navigation button to set the volume level you want.

**OK**

Press the **OK** options button to confirm and save the settings.



Press the **RED PHONE** button until you reach the idle display.

## To set the ringer volume and melody

*You can choose from:*

- 5 ringer volumes (original setting = 3)
- Crescendo ring (increasing volume)
- Ringer off
- 10 ringer melodies

**MENU**

Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows **Audio Settings**.

**OK**

Press the **OK** options button.



Press the **DOWN** navigation button until the display shows **Ringer Volume**.

**OK**

Press the **OK** options button.  
You hear the current ringer volume.



Press the **LEFT** or **RIGHT** navigation button to set the ringer level you want.

**OK** Press the **OK** options button.



Press the **DOWN** navigation button to select the ringer melody.

**OK** Press the **OK** options button.  
*Select whether external calls or internal calls:*

**OK** Press the **OK** options button.



Press the **UP** or **DOWN** navigation button to set the ringer melody you want. The melody is played and its number shown.

**OK** Press the **OK** options button to confirm and save the settings.

A ✓ is displayed next to the Set melody.



Press the **RED PHONE** button until you reach the idle display.

### To change the display language

**MENU** Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows Handset Settings.

**OK** Press the **OK** options button.



Press the **DOWN** navigation button until the display shows Language.

**OK** Press the **OK** options button.






Press the **DOWN** navigation button to display the language you want.

**OK** Press the **OK** options button to confirm.



Press the **RED PHONE** button until you reach the idle display.

### Shortcut button

*If you want to switch the handset ringer off quickly you can also press and hold the  button. The  icon is displayed. To turn the handset ringer back on press and hold down the  button again and the symbol will disappear.*

## Alarm clock

You can use your handset as an alarm clock. You must set the date and time before the alarm will work. The alarm will ring daily until the setting is turned off.

### To set the alarm



Press the **ALARM CLOCK** options button.

Display shows Alarm Clock.

**OK**

Press the **OK** options button.

Display shows Enter alarm time and the first digit of the time will be flashing.



Enter the time you want the alarm to go off at.

**OK**

Press the **OK** options button.



Use the **UP/DOWN** navigation button to select a.m./p.m if in 12 hour mode.


**OK**

Press the **OK** options button.

Display shows Entry Saved.



Press the **RED PHONE** button until you reach the idle display.

The  icon will be displayed in the top right of the handset display to indicate that the alarm has been set.

### Note

*The alarm will only sound if the handset is in idle mode. The alarm will not sound if the Room Monitor function is being used.*

### To stop the alarm ringing

When the alarm goes off it sounds like an incoming call and lasts for about 30 seconds. The display will also show <<< Alarm Clock >>> flashing.



Press any button to switch the alarm off.

### To cancel the alarm setting

The alarm will ring daily until you cancel the setting.



Press the **ALARM CLOCK** options button.


Display shows Alarm Clock with a ✓ above the **OK** options button.

**OK**

Press the **OK** options button.

You will hear a tone and the ✓ will disappear. Press the **RED PHONE** button until you reach the idle display.







The  icon will have disappeared from the top of the handset display.

## Appointment call

You can use your handset to remind yourself of an appointment. You can set the time and date of the appointment and enter a name for it. The alarm will ring on the time and date you have set.

### To set the appointment call

- MENU** Press the **MENU** options button.
-  Press the **DOWN** navigation button until the display shows Calender/Clock.
- OK** Press the **OK** options button.  
Display shows Set Appointment.
- OK** Press the **OK** options button.  
Display shows Enter Date: and the first digit is flashing.
-  Enter the day and month of the appointment, e.g. for 20th May enter 20.05.
- OK** Press the **OK** options button.  
Display shows Enter Time: and the first digit is flashing.
-  Enter the hours and minutes of the appointment.
- OK** Press the **OK** options button.
-  Use the **UP/DOWN** navigation button to select a.m./P.m if in 12 hour mode.

**OK** Press the **OK** options button.  
Display shows <Enter Text>.




Enter a name for the appointment, e.g. Dentist, using the keypad letters.

**OK** Press the **OK** options button.  
Display shows Entry Saved.



Press the **RED PHONE** button to return to the idle display.

The  icon will be displayed in the top right of the handset display to indicate that the appointment has been set.

### Note

*Your handset will only display an appointment if the handset is in idle mode. An appointment will not be displayed if the Room Monitor function is being used or if a call is in progress.*

### To stop the appointment call alarm ringing

When the alarm goes off it sounds like an incoming call and lasts for about 30 seconds. The display will also flash the name of the appointment.

**OK** Press the **OK** options button to switch the alarm off.

### To cancel a set appointment call

**MENU** Press the **MENU** options button.

↓ Press the **DOWN** navigation button until the display shows Calender/Clock.

**OK** Press the **OK** options button.  
Display shows Set Appointment with a ✓ underneath it.

**OK** Press the **OK** options button.  
You will hear a tone and the ✓ will disappear to indicate that the appointment has been cancelled.



Press the **RED PHONE** button until you reach the idle display.

The icon will have disappeared from the top of the handset display.

### To switch off your handset's beeps and tones

*You can switch off and on:*

- Key beeps when you press each button on your handset
- Confirmation beeps when you have finished making a setting or action on your handset.
- Battery Low warning beep. You can also set this to sound only during a call.

**MENU** Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows Audio Settings.

**OK** Press the **OK** options button.



Press the **DOWN** navigation button until the display shows Advisory Tones.

**OK** Press the **OK** options button.

**OK** Press the **OK** navigation button to switch the key tones On or Off.



Press the **DOWN** navigation button to move to the next line.

**OK** Press the **OK** options button.



Press the **UP** or **DOWN** navigation button to switch the battery low beep On or Off or to sound only during a call.

**OK** Press the **OK** options button to confirm the settings.



Press the **RED PHONE** button until you reach the idle display.



### To switch auto talk on or off

When you receive a call, you can answer it simply by lifting the handset off the base station. This is called auto-talk. When you switch auto-talk off, you answer all calls by pressing the **GREEN PHONE** button.



**MENU** Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows Handset Settings.

**OK** Press the **OK** options button.

The display shows Auto Answer.

**OK** Press the **OK** options button. A ✓ indicates auto talk is switched on. Press the **OK** options button again to switch auto-talk off.



Press the **RED PHONE** button until you reach the idle display.

### To reset a handset

You can restore a handset to its factory settings.

The handset's Registration, the Directory and the Calls list are not affected.

**MENU** Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows Handset Settings.

**OK** Press the **OK** options button.



Press the **DOWN** navigation button until the display shows Reset Handset.

**OK** Press the **OK** options button.

The display shows reset to default?

**OK** Press the **OK** options button to confirm reset.

*The settings after a reset will be:*

Ringer volume	3
Ringer melody	1
Auto talk	On
Battery low beep	On
Room monitor level	off
Room monitor level	high
Time control	off
Display language	English
Redial list	deleted




Press the **RED PHONE** button until you reach the idle display.

### To switch keyguard on and off

You can lock the keypad so that it cannot be used accidentally while carrying it around.



Press *and hold* the **#** button. When the keyguard is switched on, the display will show the  icon.



Press *and hold* the **#** button to switch the keyguard off.

### To give a handset a name rather than a number

The handsets when registered are assigned numbers e.g. INT 1. You can give the handset a name instead of a number to match the user or location, e.g. Anne or Office. The name can be up to 10 characters long.

**INT**

Press the **INT** options button to enter the internal call menu.



Press the **UP** or **DOWN** navigation button to select the handset you want to change the name or number of.



Press the **DOWN** navigation button to display Change Handset Name.

**OK**

Press the **OK** options button.

**◀C**

Press the **◀C** options button to delete the old name.



Enter the name you want (*see page 16*).

**OK**

Press the **OK** options button to confirm.



Press the **RED PHONE** button until you reach the idle display.

#### Note

*This name will only appear in the internal list of handsets.*

### To change the internal number of a handset

Your handsets are automatically assigned internal numbers between 1-6. You can change these numbers.

**INT**

Press the **INT** options button to display the list of handsets.



Press the **UP** or **DOWN** navigation button to select the handset you want.

**MENU**

Press the **MENU** options button.

Edit Handset No. is displayed.

**OK**

Press the **OK** options button.



Enter an available number.  
If the number is already assigned to another handset you hear a beep. Select another number.



If required, press the **UP** or **DOWN** navigation button to select another handset and use the Keypad to change the number.

**OK**

Press the **OK** options button to confirm.



Press the **RED PHONE** button until you reach the idle display.

## Walk and talk

If you have more than one Diverse 5000 handset then you can use the walk and talk mode. This allows two handsets to communicate with each other outside the range of the base station. When they are out of range, however, they cannot receive external calls. The maximum range between the communicating handsets is 300 metres outdoors in ideal conditions. Please note that batteries are used more quickly in walk and talk mode.

*Communication between two handsets is possible when:*

- The handsets are registered to different bases but are both set to Best Base.
- One of the handsets is not registered and the other handset is registered as Best Base.
- Neither handset is registered.

### To switch walk and talk mode on and off

*To switch walk and talk on:*

**MENU**

Press the **MENU** options button.



Press the **DOWN** navigation button until the display shows Additional Features.

**OK**

Press the **OK** options button.  
Display shows Room Monitor.



Press the **DOWN** navigation button until the display shows Walk and Talk.

**OK**

Press the **OK** options button.  
You will hear a tone and the display will show Walk and Talk.

*To switch walk and talk off:*

**MENU**

Press the **MENU** options button.

Display shows Walk and Talk Off.

**OK**

Press the **OK** options button.  
The display will return to the idle screen.

## To use walk and talk

### *To call a handset:*

When you have switched walk and talk mode on for at least two handsets as shown on page 41:



Press the **GREEN PHONE** button.

Display will show Walk and Talk  
Call to all

All handsets that are in walk and talk mode will be called. The connection will be made with the first handset to answer the walk and talk call.

### *To answer a call:*



Press the **GREEN PHONE** button to take the call.

### *To end a call:*



Press the **RED PHONE** button.


## Room monitor

You can use a handset as a room monitor. If a certain noise level is reached, for example a baby crying, the handset will automatically dial an internal or external number which you have set.


*The following points should be considered when using the room monitor:*

- If you store an external number that has an answering machine connected, it should be switched off.
- Make sure Call barring is not set.
- Any incoming calls on the handset being used as the room monitor will not ring at the handset, however, the display will show when you have a call.
- The battery power is used up more quickly. If using for long periods of time it may be advisable to place the handset in the base to ensure that the battery does not run out.
- When an external number is called it will ring for approximately 90 seconds but room monitor calls to an internal number are unlimited.

### To enter an external or internal number for your room monitor call

- MENU** Press the **MENU** options button.
- ↓** Press the **DOWN** navigation button until the display shows Additional Features.
- OK** Press the **OK** options button. Display shows Room Monitor.
- OK** Press the **OK** options button. Display shows `Call`  
`Internal`
- Either:*
- OK** **To enter an internal number:** Press the **OK** options button. Enter the internal handset number.
- OK** Press the **OK** options button. *Or:*
- To enter an external number:**
- ↓** Press the **DOWN** navigation button to scroll to `Call`  
`External`
- OK** and press the **OK** options button.
- Display shows <Enter Number>
-  Enter the telephone number.
- Display shows Entry Saved and then Room Monitor set to: with the last four digits of the telephone number.

### To set the room monitor sensitivity level

- MENU** Press the **MENU** options button.
- ↓** Press the **DOWN** navigation button until the display shows Additional Features.
- OK** Press the **OK** options button. Display shows Room Monitor.
- OK** Press the **OK** options button.
- ↓** Press the **DOWN** navigation button until the display shows Level.
- OK** Press the **OK** options button.
- ↑↓** Use the **UP/DOWN** navigation button to select either Low or High.
- OK** Press the **OK** options button. A ✓ will be displayed to indicate that the level has been set.
-  Press the **RED PHONE** button until you reach the idle display.

### To switch the room monitor off

**MENU** Press the **MENU** options button.

Display will show  
Room Monitor off.

**OK** Press the **OK** options button.

### To switch the room monitor off from another phone

When you are called by the room monitor you can switch off the room monitor from that phone.

Answer the call.

g wxyz

Press the **9** and **#** button.

# ↶

The room monitor will be switched off.

#### Note

*The other room monitor functions, e.g. no ringer will remain until you press the **MENU** options button and **OK** options button on the handset that is set to room monitor.*

# Help

Try these solutions to the most common problems.

Problem	Possible cause	Solution
Handset not registering.	The base is not powered. There are no batteries in the handset.	Make sure that the power supply is plugged in at the base and switched on. Make sure that the rechargeable batteries (included) are fitted in the handset correctly. Switch the handset off and then back on again, place the handset on to the base again and leave for approx. 1 minute to try registering again.  If this is still unsuccessful, then try a manual registration (see page 12).
You have forgotten your base station PIN number.	You have changed the PIN.	Try entering the default PIN (0000). If you have changed the PIN and cannot remember the number you will need to contact the BT Diverse Helpline on 08457 908070.
No display.	The handset is switched off.	Hold down <b>RED PHONE</b> for 1 second.  Charge or replace the batteries.
Nothing happens when you press any button.	Keyguard may be switched on.	Hold down the <b>#</b> button for 1 second.
No connection between handset and base station.	Are you out of range of the base station.  Handset is not registered.  Base station is not switched on.	Move closer to the base station.  Register the handset.  Check the mains power is connected correctly.
Handset on the base does not charge.	Is the handset placed on the base properly?  Are the batteries in correctly?	Make sure that the handset is placed on the base or in the charger correctly. You will hear a confirmation tone.  Check that you have put the batteries in the right way, you will hear a confirmation tone.

Handset does not ring.	The handset ringer may be switched off.	Hold down ★ to switch the ringer back on.
The incoming caller's number is not displayed even though you have Caller Display.	The caller's number has been withheld.	Caller has to allow their number to be sent.
You keep hearing the error beep (a descending tone).	You have pressed the wrong button in a sequence.	Check the prompts in the display or refer to instructions in the user guide.



# General information

## Guarantee

Your BT Diverse 5300 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Diverse 5300, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

### The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

### Within the 12-month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 45, or contact the BT Diverse Helpline on **08457 908070** for assistance.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

### Outside the 12-month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Helpline on **08457 908070** and ask for details of our recommended repair agents.

## BT Accessories and Replacement Items

For a full range of accessories and replacement items for BT products please call **0870 240 5522**, or visit:



## Technical information

### How many telephones can you have on the line?

All items of equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line.

The BT Diverse 5310 or 5350 (with up to 6 handsets) has a total REN of 1.

Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. (For example: if the BT Diverse 5310 or 5350 is used in conjunction with three extension telephones, each with a REN of 1, then the total REN = 4)

Only use approved power supply item code C39280-Z4-C478.

### R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC). In demonstration with the Essential Requirement for efficient use of the radio spectrum, the product complies with TBR6. For a copy of the Declaration of Conformity please contact the BT Diverse Helpline on 08457 908070.

***BT Diverse Helpline – 08457 908 070***

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## Offices worldwide

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Registered Office: 81 Newgate Street, London EC1A 7AJ.  
Registered in England No. 1800000.  
BT Diverse 5300 (06/03) 1  
Designed and produced by The Art & Design Partnership Ltd.

Siemens number: A31008-C002-P001-★-7619

**CE 0682**

CE compliant to R&TTE Directive (1999/5/EC)